

IV. AMENDMENTS TO THE CLAIMS

1. (Currently Amended) A network based self-help system, constructed by a network communication system connecting a network management center and a plurality of customer terminals, which is characterized in that said network management center in said system is comprised of hardware portions: a network center server, auxiliary PCs or ~~the~~ an embedded operation system, network equipment including network cards in server and network cables, and software portions: an information data database, a network management database, an electronic business database, management software, encrypt key authentication and an information safety software package including a firewall or VPN system; said customer terminal is comprised of a customer terminal host and customer terminal slaves, said customer terminal slaves are chosen according to the requirements of ~~the~~ a local user and was composed with a plurality of terminal server cabinets constructed in a building block ~~way~~ architecture and providing different service items and contents; said network communication system is comprised of the Internet, a wired ~~and~~ or wireless local area network and computer buses.

2. (Currently Amended) A network system based self-help service according to claim 1, characterized in that said information data database is comprised of a database storing all kinds of information collected by the network based self-help system for the local public and ~~an~~ a dedicated Internet web site.

3. (Currently Amended) A network system based self-help service according to claim 1, characterized in that said customer terminal host is comprised of a PC host, a touch screen display, a keyboard, a communication and control panel, a communication and control interface connected to said network management center, a communication and control interface connected to all types of cash dispensers in the main cabinet, a communication and control interface connected to ~~every~~ each one of the customer terminal slaves, paper

currency and coin receiver, a value storing card reader, a value adding card reader, IC card reader or magcard reader, a small change machine, a ~~telephone~~ and ~~/or mobile~~ phone bank payment module, general purpose computer operating software, data management software for said host and said slave, a software system for the communication with said network management center and a software system for the network and data safety maintenance.

4. (Currently Amended) A network system based self-help service according to claim 1, characterized in that said customer terminal ~~slave is~~ slaves are comprised of 2-6 cabinets of dispensers and ~~/or~~ card dispensers and ~~/or~~ information service machines constructed by way of building block architecture, said customer terminal ~~slave~~ slaves may provide 6-30 service items.

5. (Currently Amended) A network system based self-help service according to claim ~~1 or 4~~, characterized in that said dispensers in said customer terminal slaves are food dispensers, beverage dispensers or general merchandise dispensers.

6. (Currently Amended) A network system based self-help service according to claim ~~1 or 4~~, characterized in that the card dispenser in the said customer terminal slaves is a ticket dispenser, a card dispenser, or a combination of them.

7. (Original) A network system based self-help service according to claim 1 or 4, characterized in that said information service machine is an information query machine, a video telephone set, a printer or a photocopier, or a combination of them.

8. – 16. (Canceled)